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Government Services

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Province of British Columbia
OFFICE OF THE MINISTER

Ministry of
Provincial Secretary
and Government Services

Parliament Buildings
Victoria
British Columbia
V8V 1X4

May 13, 1987

His Honour Robert G. Rogers
Lieutenant Governor of British Columbia

MAY IT PLEASE YOUR HONOUR:

Herewith I respectfully submit the Annual Report of the Ministry of Provincial Secretary and Government Services for the fiscal year ended March 31, 1985.

Yours truly,

Elwood N. Veitch
Provincial Secretary and Minister
of Government Services

Province of British Columbia

DEPUTY PROVINCIAL SECRETARY AND DEPUTY MINISTER OF GOVERNMENT SERVICES

Ministry of Provincial Secretary and Government Services

Parliament Buildings
Victoria
British Columbia
V8V 1X4

YOUR FILE

OUR FILE

May 13, 1987

The Honourable Elwood N. Veitch
Provincial Secretary and Minister
of Government Services
Parliament Buildings
Victoria, B.C.
V8V 1X4

Sir:

I have the honour to submit the Annual Report of the Ministry of Provincial Secretary and Government Services, for the fiscal year ended March 31, 1985.

Yours truly,

MELVIN H. SMITH, Q.C.
Deputy Provincial Secretary
and Deputy Minister of
Government Services

84/85 ANNUAL REPORT

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GOVERNMENT SERVICES DIVISION

The nine branches of the Government Services Division supply a range of goods and services to government ministries and agencies and administer official government responsibilities assigned to the Provincial Secretary by the Executive Council and the Legislature. These central services are expected to be highly responsive to government needs and to operate cost effectively.

- Postal Services
- Queen's Printer
- Records Management Branch
- Risk Management Services
- Vehicle Management Services
- Provincial Elections Branch
- Government House
- Legislative Support Services
- Protocol and Special Services

A summary of the activities of each of these branches appears on the following pages.

POSTAL SERVICES BRANCH

BUDGET: **$12,273,608 (net of recoveries)**

AUTHORITY: **Canada Post Act and agreements with the Province of British Columbia**

The Postal Services Branch provides mail and courier service for all B.C. government ministries. Its operations include a central mail processing plant in Victoria, satellite offices throughout the province, and a province-wide courier and mail delivery system. The Branch also provides a mailing list management system to all government ministries.

HIGHLIGHTS

- Expo and Expo related mail, combined with the regular government mail, resulted in a 25 percent volume increase over 1983/84. The resulting cost increase was only two percent.
- Efforts in developing and implementing postal standards and procedures resulted in an annual postage cost avoidance of $10 million.
- Upgraded mechanical equipment, training workshops for clients, and a customer satisfaction survey all contributed to improving the efficient operation of the Branch.
- The initiation of standing contracts with couriers on large bulk shipments reduced overall costs.
- The Postal Branch handled a 17 percent increase in mail volume without increasing the size of its staff. The Branch carried out a variety of initiatives to improve its cost effectiveness. These included reviewing the incentives to increase volumes in the lower cost areas, re-issuing government standards guidelines and tightening financial controls, especially as they pertained to major suppliers. Also, the Branch undertook a review of accelerating the use of electronic mail with B.C.S.C. and the Ministry of Finance, and it instituted a full charge for mail which increases costs due to inadequate preparation.

For next year, Expo, voter enumeration, the B.C. Assessment Authority, and B.C. Medical will put greater demands on the postal system that already experiences an average annual volume increase of ten percent.

QUEEN'S PRINTER

BUDGET: **$24,805,010 (entire amount recovered from service users)**

AUTHORITY: **The Queen's Printer Act**

The Queen's Printer meets the printing, stationery and photocopier needs of the Legislative Assembly, government ministries and other government organizations. The Queen's Printer also publishes the B.C. Gazette, legislative publications and a range of publications produced by the government.

The major goals of the Queen's Printer are to operate on a break-even financial basis, to contract out at least 60 percent of government printing, to increase the range of government publications marketed by the Queen's Printer, and to obtain beneficial terms and conditions for government-funded organizations for photocopiers and related equipment.

HIGHLIGHTS

- The Queen's Printer produces over $7 million worth of printing annually through its printing plant and copy centre.
- The branch supply centre is a 20,000 square-foot warehouse that stocks over 2,200 items valued at over one million dollars.
- The mail and store front operations of the Queen's Printer market over 7,000 titles and 25,000 orders annually.
- The branch manages over $9.5 million worth of printing work produced in the private sector.

As a common service central agency, the Queen's Printer attempts to satisfy each customer request as effectively as possible. Internally, the branch monitors its performance through a comprehensive system of production standards and managerial reporting.

RECORDS MANAGEMENT BRANCH

BUDGET: **$1,106,719 (net of recoveries)**

AUTHORITY: **Document Disposal Act**

The Records Management Branch assists government ministries and agencies in developing efficient and economical records management systems, and coordinates the establishment of government-wide records management policies. Records management involves the creation, use, retention, storage, retrieval, disposal and preservation of all forms of information recorded micrographically, electronically, and on paper.

In developing retention and disposal schedules for all government records, the Branch implements standard file classification systems, provides economical storage, retrieval and disposal services, and establishes government-wide policies and procedures.

HIGHLIGHTS

- The entire 150 cubic metres of records held by the Ministry of Education were inventoried and analyzed, and a file classification system was designed for operational records.
- File classification systems and records schedules were drafted for four branches within the Ministry of Energy, Mines and Petroleum Resources.
- The Branch has pioneered the use of private sector contracts for off-site storage and retrieval services, producing the lowest per unit cost of any records management program in Canada.
- A micrographic processing lab and an archival storage vault were designed, built and put into service. The vault stores over 110,000 rolls of microfilm and 140,000 microfiche of vital government records.

Branch services produce considerable dollar savings and avoid new costs. As well, Branch cost-cutting activities, such as the disposal of records, resulted in a cost avoidance estimated at $440,000.

RISK MANAGEMENT SERVICES BRANCH

BUDGET: **$117,459 (net of recoveries)**

AUTHORITY: **Treasury Board Policy**

The role of the newly formed Risk Management Services Branch is to provide advice and administrative services to government ministries, agencies and Crown corporations on insurance and risk management. This includes identifying and evaluating government assets and resources and reducing the risk of accidental loss.

The Branch will develop government-wide policies and procedures on risk management, including those on self insurance. The mandate of the Risk Management Services Branch is to purchase all government insurance, settle all insurance claims and, eventually designate risk managers in each ministry and provide them with the appropriate training.

VEHICLE MANAGEMENT SERVICES BRANCH

BUDGET: **$950,000**

AUTHORITY: **Financial Administration Act**
Treasury Board Policy

This new Branch was established to develop and administer government policy on vehicles and transportation. The Branch, in consultation with the ministries, will manage and monitor ministry fleets totalling some 3,500 vehicles.

Working from its Victoria headquarters and five regional offices, the Branch will develop a preventive maintenance program, develop a computerized system to monitor vehicle operating and maintenance costs, and provide ministries with authorized repairs.

PROVINCIAL ELECTIONS BRANCH

BUDGET: **$1,515,971**

AUTHORITY: **Election Act**
Constitution Act

The Provincial Elections Branch administers all provincial plebiscites, by-elections, elections, voter registrations and enumerations. This includes updating provincial voters lists, procuring polling places and elections staff, and carrying out provincial enumerations. The Branch also provides training materials and direct training sessions for all election and registration officials, and develops public awareness programs for the electorate. The preparation and updating of election forms and guides and the preparation of polling division boundary changes through the preparation of maps and legal descriptions are other major Branch activities.

HIGHLIGHTS

- The Branch completed the province's first computerized on-line voter enumeration.
- A province-wide polling division redistribution was carried out.
- The provincial voters list was fully computerized. Registered voters in British Columbia total 1.7 million.

The Branch's record of computerizing the voters list, of revising election forms and guides, and of maintaining close scrutiny of its budget all contribute to the efficient operation of the Branch.

GOVERNMENT HOUSE

BUDGET: **$316,301**

AUTHORITY: **Constitution Act (Provincial)**
Constitution Act (Federal)

Government House is both the official residence and the official office of the Lieutenant-Governor of British Columbia. It is a centre of official hospitality for the province, and provides the administrative support for the Lieutenant-Governor's constitutional responsibilities, both as head of the Executive Government of the province and as a federal officer. This includes administrative support for the ceremonial, protocol, diplomatic, hospitality and other activities related to the Vice-regal Office.

HIGHLIGHTS

- Distinguished visitors to Government House included their Excellencies The Right Honourable Jeanne Sauve, Governor General of Canada, and the Honourable Maurice Sauve.
- Foreign visitors included visiting experts from Southeast Asia participating in Vancouver College's Pacific Rim program, and exchange scholars from the Peoples' Republic of China.
- Their Honours participated in the events associated with the September 1984 visit to British Columbia by His Holiness Pope John Paul II.
- More than 8,000 guests at Government House attended luncheons, dinners, teas, receptions, and other hospitality events, as well as tours and presentation award/ceremonies.

LEGISLATIVE SUPPORT SERVICES BRANCH

BUDGET: **$2,875,000**

AUTHORITY: **Constitution Act**
Emblem and Tartan Act
Inquiry Act
Ministry of Provincial Secretary and Government Services Act

The Legislative and Support Services Branch provides a range of administrative functions for the Ministry, primarily involving the custody, registration and research of Orders-in-Council. The Branch also authenticates documents and prepares them for the Lieutenant-Governor's signature, schedules appeals to the Lieutenant-Governor in Council, and prepares draft Orders-in-Council. In so doing the Branch serves all levels of elected officials, lawyers, Crown corporations and the general public.

Currently the Branch is in the process of converting pre 1982 Orders-in-Council to an electronic data base, converting all Index ledgers to microfiche, and developing a "fast-track" system for hearing appeals to the Executive Council. The use of computers for data base storage and word processing has increased Branch efficiency and accuracy.

PROTOCOL AND SPECIAL SERVICES BRANCH

BUDGET: **$1,321,299**

AUTHORITY: **Provincial Secretary and Government Services Act**

The Protocol and Special Services Branch is responsible for matters of protocol and precedence and for planning and executing visits to the province by the Queen, members of the Royal family, heads of state and government, high commissioners, ambassadors, and other distinguished people. The Branch serves all levels of the provincial government, members of the consular corps in Vancouver, members of the public with protocol concerns, and visitors to the Legislative Buildings.

The Branch also administers bravery awards and the Queen Elizabeth II British Columbia Centennial Scholarship, arranges for briefings of special groups by government representatives, and provides an information and tour program for the Legislative Buildings. The Branch works closely with Government House and the Visits and Conferences Branch of the Ministry of Intergovernmental Relations. Until the end of 1986, activities related to EXPO 86 will be given top priority.

HIGHLIGHTS

- Twenty-three high commissioners and ambassadors visited the province in 1984/85.
- During the year, 119,073 people visited the Provincial Legislature.
- The Protocol office issued 2,593 greetings for birthdays, weddings and anniversaries.
- A state funeral was held for a former Lieutenant-Governor of British Columbia and distinguished Canadian, the Honourable George Pearkes.

CULTURE, RECREATION AND HISTORIC RESOURCES DIVISION

The nine branches of the Culture, Recreation and Historic Resources Division of the Ministry of Provincial Secretary and Government Services carry out the government's cultural, recreation and heritage preservation responsibilities. In order to provide financial support to these and other programs, the Division manages public gaming in the province and the dispersal of lottery grants.

The Division's policies and programs promote community leadership training and development, encourage British Columbians and visitors to participate in challenging and enriching activities, and stimulate economic activity in the areas of culture, recreation, sport, and heritage preservation.

- Cultural Services Branch
- First Citizens' Fund Administration Branch
- Library Services Branch
- Recreation and Sport Branch
- Heritage Conservation Branch
- Provincial Museum
- Provincial Archives
- Lottery Grants Administration Branch
- Lotteries Branch

A summary of the activities of each of these branches appears on the following pages.

CULTURAL SERVICES BRANCH

BUDGET: **$513,110**

AUTHORITY: **Funds Control Act**

The Cultural Services Branch administers a financial assistance program to cultural organizations for the purpose of providing social and economic benefits and stimulating the cultural development of British Columbians.

CSB provides advisory services and develops programs in order to promote, foster and encourage public awareness of cultural activities, and to increase the efficiency of those organizations that receive assistance.

CSB provides a liaison service with other cultural boards and agencies in the private and public sectors with similar mandates and responsibilities. The Branch also manages the B.C. Art Collection.

HIGHLIGHTS

- Through the British Columbia Cultural Endowment and British Columbia Lottery Fund revenues, awards totalling $6.5 million were provided to a total of 330 organizations and 275 individuals during 1984-85.

- Operating assistance to 120 professional arts organizations totalled $4,729,792. Assistance totalling $425,860 was awarded to 81 regional and community arts councils to assist with arts programming at the local and non-professional level.

- Assistance totalling $180,400 was provided to 275 talented young British Columbians pursuing fine arts studies and improving their arts administration skills.

- The Artists-in-Schools program provided $155,900 to assist 60 school districts in providing arts awareness and enrichment programs for students in British Columbia schools; an additional $68,500 assisted local sponsors in presenting performances by touring professional artists.

THE FIRST CITIZENS' FUND ADMINISTRATION BRANCH

BUDGET: **$1,831,000 (interest from a capital balance of $26,399,667)**

AUTHORITY: **Revenue Surplus Appropriation Act**

The First Citizens' Fund supports the advancement and expansion of the culture, education and economic development of British Columbia's Native people. The Fund is designed to help Native communities take charge of their own affairs.

The bulk of the Fund is devoted to projects undertaken by 26 Friendship Centers, 45 United Native Nations organizations, and 195 Indian Bands. As well, 400-500 individuals receive grants each year, primarily through a student bursary program.

The Branch investigates all applications for grants and prepares them for the Advisory Committee which meets three or four times annually. Recommendations are then forwarded to the Minister for approval. Payments are made in instalments upon the receipt of satisfactory progress reports. Although not all funded projects and individuals meet their objectives, certain projects are very successful.

LIBRARY SERVICES BRANCH

BUDGET: **$7,670,690**

AUTHORITY: **Library Act**

Working in partnership with local library boards, local government and library organizations, the Library Services Branch is mandated to promote and encourage the establishment and extension of library services throughout the Province. This service is administered by 87 public library boards and is delivered through 281 community outlets. An estimated 96 percent of the population of the Province had access to a publicly funded library.

Branch programs are a mix of grants and direct services to libraries and individuals. These include grants to public libraries, books-by-mail service to isolated individuals, audiobook services for the handicapped, technical support for smaller libraries and training programs for community librarians.

HIGHLIGHTS

- Total expenditure by public libraries rose from $49,013,930 to $51,954,706.
- Provincial grants to public libraries amounted to $6,288,157.
- The public libraries of Vancouver, Greater Victoria, Burnaby, Fraser Valley, Okanagan and Surrey received $638,437 in provincial funding to assist with the establishment of library automation systems.
- Collection growth in public libraries continued with 435,000 volumes being added for a new province-wide total of 5,607,212 volumes.
- Utilization of public libraries continued to increase with circulation of 26,588,164 items to the public, the highest per capita figure in Canada.

The Branch ensures the maintenance of collections through its grant programs, and it encourages library development by supporting provincial library associations and by developing training programs. It complements local library services with services that include interlibrary loans, specialized collections such as foreign language and large print texts, and purchasing and cataloguing.

Branch Operations in 1984/85

Branch offices in Cranbrook, Dawson Creek, Prince George and Victoria continued to provide services to libraries and individuals throughout the Province.

These included:

	1983/84	1984/85
Books mailed to isolated individuals	39,742	38,128
Interlibrary loans provided	16,840	17,942
Volumes purchased and catalogued for small libraries	17,702	22,724
Volumes added to Branch collections	6,181	7,300

RECREATION AND SPORT BRANCH

BUDGET: **$1,154,869**

AUTHORITY: **Recreational Facilities Act**
Funds Control Act

The Recreation and Sport Branch promotes recreation and sport participation in British Columbia, primarily through staff support and financial assistance to provincial and community organizations. The Branch supports the training of coaches, officials, administrators and instructors, and it encourages both athletic excellence and participation in sports and recreation. A priority with the Branch is the fostering of a network of self-sufficient sport and recreation organizations.

HIGHLIGHTS

- The Branch provided financial and staff support to help train 18,000 coaches and officials and more than 3,500 administrators.
- Some 14,000 recreation and sport instructors attended 450 workshops provided by the Branch.
- The Branch provided financial and staff support in the awarding of Participation Awards to 66,000 British Columbians who completed a program of skill development or physical activity.
- The Branch provided financial and staff support to 300 high level athletes, provincial teams participating at national and international events, and the program to improve B.C.'s participation in the 1988 Olympics.

In encouraging self sufficiency in recreation and sport organizations, the government's share in the funding of these local organizations will drop from 50 to 25 percent over the next ten years. The Branch is increasing its emphasis on providing programs through provincial and regional bodies.

As the general population ages, programs will focus more on adult fitness and wellbeing. Non-profit organizations will assume more direct responsibilities for recreation and sport, and these volunteer groups will require high quality training programs.

The Branch monitors its grants and the impact of its programs through a comprehensive reporting system.

HERITAGE CONSERVATION BRANCH

BUDGET: **$1,735,661**

AUTHORITY: **Heritage Conservation Act**

The Heritage Conservation Branch provides leadership, protection and conservation of heritage resources and promotes the understanding, awareness and appreciation of British Columbia's heritage. The Branch works in direct partnership with the British Columbia Heritage Trust, and cooperates with Municipal Heritage Advisory Committees, Heritage and Historical Societies, local governments and other agencies to ensure effective conservation of our valuable heritage resources. The Heritage Conservation Act provides legal authority for the protection of over 15,000 archaeological sites, provides for provincial and municipal designation of properties, and enables the provision of programs through the British Columbia Heritage Trust, as a Crown Corporation.

The Branch's activities ranged from considerable involvement in intergovernmental committee's preparation of a master plan for the Alexander Mackenzie Heritage Trail, through to a variety of specific projects that enhanced heritage in communities such as Nanaimo, Prince Rupert, Greenwood and Victoria where the Heritage Area Revitalization Program is stimulating major redevelopment in downtown areas. Demand for technical services continues, with assistance being provided at a variety of British Columbia's quality heritage resource sites.

The Inventory and Evaluation Section focused more on archaeological impact studies but were able to allocate some time to the hosting of a National conference of heritage inventory specialists. This has been an active year for archaeological site identification and impact assessment studies were conducted in connection with the twin tracking of the C.N.R., Coquihalla Highway, and a variety of other development projects across the Province. Forty-one permits for archaeological field investigations were administered through this section.

HIGHLIGHTS

- 1,555 archaeological sites were added to the heritage sites inventory this year.
- The Branch assisted Vancouver to initiate the Vancouver Heritage Inventory; one of the largest projects of its kind in Canada.
- The Branch assisted public and private developers to avoid negatively impacting on 600 archaeological sites, through the development of mitigation.

- Plans and strategies. The Branch collaborated with the University of Victoria in the development of new training opportunities connected with the Heritage Area revitalization program.

- More than half of British Columbia's communities received some kind of technical services from the Branch during the course of the year.

- Further planning and development took place to increase heritage attractions in Victoria, Yale, at the Grist Mill in Keremeos, and at Hat Creek Ranch near Cache Creek.

- Twenty-five regional volunteers contributed 3,000 hours of their time to assist with regional heritage protection initiatives.

BRITISH COLUMBIA PROVINCIAL MUSEUM

BUDGET: **$4,854,858**

AUTHORITY: **Provincial Museum Act**

The British Columbia Provincial Museum located in Victoria acquires and preserves collections representing the province's human and natural history. It studies and interprets these collections and their context, and it spreads information about exhibits and other informational programs, and it provides programs and services to school groups, scientists and British Columbia's network of 210 museums.

HIGHLIGHTS

- For the thirteenth consecutive year, more than one million people visited the Museum.
- Museum carvers completed work on a west coast whaling canoe and tested it successfully in Victoria's inner harbour.
- The museum published 69 reports on topics ranging from sperm whales to the pulp and paper plant at Ocean Falls.
- Pioneering research in special display techniques continued on the Museum's current priority project, a series of three galleries displaying life underwater.
- The "Friends of the Museum" funded 47 projects totalling $400,000, and their membership rose to 3,000.
- Preparations are underway to celebrate the Museum's centennial (October 1986 - October 1987), and to host the Canadian Museums Association Conference and two international biological conferences in 1986.

The work of preserving and restoring historically valuable objects is continuing, as is the study of historical objects and specimens to produce new knowledge about B.C.'s past. Acquisition of important ethnographic and historic objects has been made possible over the year through the generosity of the "Friends of the Provincial Museum". This group has also supported field collecting trips, exhibits and publications.

In the years ahead the growing relationship between tourism and culture will increase the need for more public programming, which in turn will increase the need for more acquisitions and research. The Museum hopes to attract funds from private sources, and it will continue to develop cost sharing agreements with other agencies, thereby reducing the Museum's direct costs.

PROVINCIAL ARCHIVES OF BRITISH COLUMBIA

BUDGET: **$1,640,337**

AUTHORITY: **Document Disposal Act**
Ministry of Provincial Secretary and Government Services Act

The Provincial Archives of British Columbia collects, conserves, organizes and makes available to the public, records related to the history of the Province from the earliest recorded times to the present. Material comes in the form of manuscripts, the documents and records created by Government ministries, printed books, periodicals and pamphlets, maps, paintings, drawings, prints and water colours, sound recordings movie film and video tapes.

Two thousand eight hundred and ten researchers registered for admittance to the reading room during the year, a decrease of 181 from the previous twelve-month period. These registered researchers made 8,698 personal visits to the Provincial Archives, either on the 249 days when full service was provided in all divisions (Manuscripts and Government Records, Library and Maps, Visual Records and the Sound and Moving Images Division) or during the weekday evenings and weekend afternoons when the reading room is open.

HIGHLIGHTS

- A total of 21,887 microfilm printouts were produced in response to requests from the public for materials in the collection, producing a revenue of $4,556.65. The microfilm program continued throughout the year, producing 106 reels containing 162,927 frames. 57 units were filmed for Manuscript and Government Record collections, 4 for the Library and Maps Division and 5 for the Visual Records Division.

- The establishment of the Records Management Branch within the Ministry of Provincial Secretary and Government Services has increased the volume and effectiveness of the transfer of historically significant records to the Archives. Newly introduced personal computers and word processing systems help to produce finding aids and to catalogue cards more efficiently.

- The Emily Carr Gallery located at 1107 Wharf Street in Victoria received 25,534 visitors during the year. Exhibitions mounted included "Art and Archives" from May 30 until October 30th 1984, and "Emily Carr: 50 years" from October 31st 1984 until March 31st 1985.

- The Visual Records Division filled 555 orders for photographic prints and received revenues totalling $37,600.83 from both the sale of the photographs and of prints of Emily Carr's paintings at the Carr Gallery. The most significant acquisition of the year was the collection of the Woodfibre Company photographs covering the era extending from the 1920's to the 1980's.

- The Public Documents Committee held six meetings during the fiscal year at which 152 applications were considered for the disposal or tranfer to the Provincial Archives of records of all types created by all ministries. Members of the Committee were John A. Bovey, Chairman and Provincial Archivist, Mr. Brian Marson, Comptroller General, Mr. Endre Dolhai, Audit Director, Office of the Auditor, Mr. Robert Adamson, Assistant Deputy Attorney General, Policy Planning Branch, and Mr. Keith Saddlemeyer.

- Both Mr. Brian Young, of the Manuscript and Government Records Division and Mr. Kent M. Haworth, Director of the recently established Records Management Branch of the Ministry of Provincial Secretary and Government Services, acted as Secretary of the Committee during this period.

LOTTERY GRANTS ADMINISTRATION BRANCH

AUTHORITY: **Lottery Act**
Lottery Corporation Act

The Lottery Grants Branch administers grant programs funded from the net proceeds gained through the conduct of lotteries in British Columbia. About two-thirds of the total is used for grant assistance in the areas of culture, recreation, sport and health care research. The remaining funds are distributed through direct grants which offer a possible source of financial assistance for projects not eligible for other government funding.

Non-profit organizations or Municipal Councils may apply to the British Columbia Lottery Fund for projects considered to be of proven value to the community, generally accessible to the public and of wide interest and appeal.

Approved grants are for one-time capital projects and include the purchase, construction or renovation of facilities or the purchase of approved equipment. Grants do not exceed one-third of the total cost.

During 1984/85 the Branch approved 200 grants and 1,500 travel grants totalling approximately $5,500,000. Branch staff ensures that proposals are viable and that funds granted are used as intended.

LOTTERIES BRANCH

BUDGET: **$1,153,548**

AUTHORITY: **Criminal Code of Canada**
Lottery Act

The Lotteries Branch licences and regulates legal gambling in British Columbia. Some 6,000 charitable or religious organizations, agricultural fairs and concessionaires are eligible to apply for such licences. The Branch acts as the central ticket authority for all government operated lotteries in British Columbia, and all Branch expenditures are recovered from the Lottery Fund.

The Branch ensures that eligible organizations have the opportunity to raise funds for legitimate charitable purposes through licensed gambling. It reviews licence applications as to their charitable objectives and to make sure they fit the provisions of the Criminal Code and other pertinent legislation and regulations. Through such avenues as inspection and reports, the Branch tries to ensure that people playing bingo, buying raffle tickets and playing casino games are treated fairly.

Grand Totals For All Licences

Gross Revenue	$122,427,147
Prize Payouts	$ 70,066,817
Administrative Costs	$ 17,821,582
Charitable Donations	$ 34,538,748

Bingo regulations are being revised to enable licencees to deal more effectively with hall owners and managers. Considerable revision of casino gambling regulations is to take place in the near future. These revised regulations will improve administrative control and the economic outlook of charitable organizations.

GOVERNMENT PERSONNEL SERVICES DIVISION

BUDGET: **$4,292,930**

AUTHORITY: **Public Service Act**
Public Service Labour Relations Act

The Government Personnel Services Division provides the framework for personnel management in all government ministries and coordinates the labour relations role of government, including contract negotiation and administration. The Division's objectives include replacing existing personnel policies with ones that better reflect government objectives, developing an effective professional labour relations advisory agency, and achieving a centralized administration of collective agreement negotiation and administration.

These and other personnel services objectives are achieved through the activities of the Division's three branches:

- Labour Relations Branch
- Policy and Research Branch
- Program Services Branch

After new policy is introduced and the new collective agreements are put in place, the Division will function mainly as a resource to ministries on personnel matters, as a monitor of certain key functions of personnel policy, and as an administering body in the area of labour relations.

LABOUR RELATIONS BRANCH

The Labour Relations Branch develops the labour relations stragegy for government and represents the government in all negotiation, arbitration and collective agreement administration activity. The Branch negotiates the renewal of agreements with such organizations as the British Columbia Government Employees Union (BCGEU), government nurses and professional employees.

Primarily serving government ministries at the management level, the Branch is working to develop a labour relations advisory agency and to achieve a centralized coordination of collective agreement administration services. On the one hand the Branch maintains regular contact with the various unions, and on the other it works closely with ministries at the planning stages of decision making. It also has on-going consultation with major public sector employers and Crown corporations.

The Branch has been especially active in the labour relations areas of contracting out, hours of work and exclusions, and has won 70-75 percent of arbitration decisions in these cases. It also has been successfully testing various clauses of the collective agreement related to grievance arbitration.

Over the long term, ministry management relies on the Labour Relations Branch to continue to negotiate changes in the collective agreement that improve or do not erode management's ability to manage.

The Branch has been staffed to a minimum acceptable level and is efficiency conscious. Its success is measured by such standards as arbitration results and the completion of collective agreements without work stoppage.

POLICY AND RESEARCH BRANCH

The Policy and Research Branch develops personnel policy and terms of employment for government ministries not negotiated in a collective agreement. The Branch provides costing and research information to support negotiations policy and program development, it develops and maintains central personnel information systems, and it develops monitoring reports and audit standards.

The Branch is committed to replacing all existing personnel policies and procedures with those that more closely reflect government philosophy. A priority is developing policies spawned by Bill 35. The Branch also provides negotiators with briefing materials for collective bargaining, and it is developing an effective system to collect and store data so information requests can be handled quickly and accurately.

The Branch is still developing its major products, which include policy manuals and a package of directives on such topics as job competition, union classification and salary assignment. Feedback to date from ministry management indicates that policies and information requirements are clearly stated, and that Cabinet is comfortable with the quality of personnel management.

PROGRAM SERVICES BRANCH

The Program Services Branch implements and communicates government-wide personnel policies and procedures. The Branch also provides technical expertise and advice to ministries and represents government interests to other organizations. Working with other branches in the Division and with other ministries, the Branch helps delegate personnel programs to the ministries. It also provides central personnel programs where they are more effective and efficient.

The Branch provides a mechanism for placement of employees laid off under a collective agreement, it maintains a direct recruitment service for entry level positions, and posts and advertises public service positions. In conjunction with other ministries the Branch develops and maintains core training programs.

The Branch is undertaking a government-wide review of classification standards and is revising and improving existing standards. As well, it is phasing in the delegation of classification authority to the ministries. This indicates a cost saving trend for the future when all ministries will have increased autonomy to fulfill their own personnel management requirements.

As a new organization, the Program Services Branch applies an ongoing self critique to ensure economy and control in its operations. This critique leads to a streamlining of operations.

SUPERANNUATION COMMISSION

BUDGET: **$5,113,239**

AUTHORITY: **Pension (Public Service) Act**
Pension (Teachers) Act
Pension (College) Act
Pension (Municipal) Act
Legislative Assembly Allowances And Pension Act
B.C. Hydro and Power Authority Pension Plan
B.C. Power Commission Superannuation Plan
Workers' Compensation Board Superannuation Plan
B.C. Rail Pension Plan
Public Services Benefit Plan Act
Negotiated collective agreements, terms and conditions of employment for Excluded Employees
Other agreements and contracts

The Superannuation Commission is responsible for administering nine public sector pension plans and the employee benefit plan for public service and Crown corporation employees. These trust funds are worth in excess of $6 billion dollars. The Commission is also responsible for providing advice to government on such pension issues as public sector pension plan design and funding, private sector pension benefit standards legislation, and universal pension programs such as the Canada Pension Plan.

The three branches carrying out the responsibilities of the Commission under the legislation listed above are:

- Benefits and Policy Branch
- Information Management Branch
- Finance Branch

The Commission devotes a great deal of time documenting the policies and procedures which must be followed in order to ensure the safety of the funds under administration.

BENEFITS AND POLICY BRANCH

The main function of the Benefits and Policy Branch is to administer the pension and employee benefit programs. This includes researching, designing and interpreting policy and legislation, and calculating and paying monthly pensions and lump sum refunds. The Branch also administers the Public Service Employee Benefit Plans and counsels employees and employer representatives.

The Branch serves pension contributors, pensioners, Public Sector employers, government ministries and pension administrators in other jurisdictions. Communicating more effectively with these groups is a major objective of the Branch. Methods to achieve this include improving pension plan contributor statements, revising pension and employee benefit literature, and interacting with employers to encourage a fuller appreciation of pension and employee benefit plans.

In carrying out the timely and efficient processing and paying of benefits, the Branch ensures that the documentation of administrative procedures is accurate and complete. It maintains upgrading systems for documenting administrative procedures, and it monitors schedules for completion of procedures.

The number of pensioners receiving benefits increases by 230 a month. The number of contributors and employees receiving benefits is on the rise as well. This growing work load requires the use of data processing, which increases output while reducing staff. Expansion in the availability of trained counsellors to most areas of the province is necessary to increase the awareness of both employees and employers of pension and employee benefit plans.

The Superannuation Commission Executive Committee reviews all Branch programs.

INFORMATION MANAGEMENT BRANCH

The Information Management Branch sup, ıs the operation of the Superannuation Commission through the use of information systems technologies to maintain accurate and complete records of all financial accounts involving pension and employee benefit programs. These records, which cover contributors, pensioners, employers and pension funds, are carefully audited and monitored.

The Branch attempts to optimize productivity in the Commission by implementing new and more efficient information management systems and by keeping abreast of current and emerging technologies. The Branch information systems must be able to respond quickly to changing data processing requirements.

Major new enhancements to the data processing system have greatly improved productivity, enabling staff to be reassigned to other areas. Overall Branch control is maintained by the Commission executive.

FINANCE BRANCH

The Finance Branch of the Superannuation Commission accounts for the transactions of nine pension funds, two long-term disability funds, the provincial government employee benefits programs, and the Superannuation Commission's administrative budget. The Branch also budgets and monitors expenditures and revenues, forecasts cash flows and reports on the Commission's financial position.

HIGHLIGHTS

- Investment income and contribution revenue are growing at a rate of $600 million a year.
- Contributors number around 190,000.
- The number of pensioners increases by 3,000 annually.

Critical weaknesses in financial and reporting systems identified in the Program Plan of November 1984 have been addressed with considerable success. These include the timely production of financial statements, a closer integration of annual reports and financial statements, and the development and implementation of internal audit programs.

The Branch's manual accounting systems have reached the limits of their capacity and will have to enter the computer age. This will require an upgrading of staff skills and a more efficient monitoring of the financial system by more highly skilled staff. Training of staff has been given a top priority.

GOVERNMENT INFORMATION SERVICES DIVISION

BUDGET: $18,915,859

Government Information Services (GIS), which has been operating under its present mandate since 1983, plans, coordinates and implements government communication policy and programs. It also provides general advertising and information services for all ministries, and operates government production centres.

Serving the needs of government ministries in the broad field of public relations, Government Information Services works closely with ministry communication managers and information officers in administering the total information budget of the ministries. GIS is also responsible for administering the printing services provided by the Queen's Printer.

GIS prepares and supervises press releases, speeches and other editorial documents required by government and the ministries. It also produces photographs, graphic designs, displays, audio-visuals and video productions. A synopsis of each day's news entitled Today's News is placed on the ministers' desks each morning. This has eliminated duplication of similar services in the various ministries. GIS has also developed a TV monitoring service that enables ministers to review pertinent news reports and commentaries.

On behalf of the ministries, GIS supervises a wide range of information projects on such subjects as law reform, pest control, forest fire prevention, waste management, pension information and consumer information.

HIGHLIGHTS

- A GIS mall show promoting Expo 86 and travel throughout B.C. has been seen by some 600,000 people.
- GIS has coordinated the production of a TV series "Opening Doors", which is a guide to overseas trade and business.
- TV commercials highlighting government programs such as "Partners in Enterprise" are produced by GIS.
- GIS produces Provincial Report, a free periodical containing articles about government activities.

MANAGEMENT SERVICES DIVISION

BUDGET: $12,179,376

The Management Services Division provides a wide range of services to the Ministry, ensuring that the Ministry derives full value for money spent on its work place locations, communications systems, vehicles, office equipment and supplies. The Division is also responsible for personnel programs and policies and for supporting the development of computer based operations to improve Ministry efficiency. It provides these services through the following branches:

- Administrative Services Branch
- Financial Services Branch
- Management Information Systems Branch
- Personnel Services Branch

The Management Services Division has been in place for less than one year and, as a new service organization, it is still in the process of building up credibility within the Ministry and with other government ministries and Crown corporations. To gain this credibility and to function successfully, the Division must develop the ability to react quickly to the demands placed on it and to anticipate the needs of the Ministry.

ADMINISTRATIVE SERVICES BRANCH

The Administrative Services Branch was established in 1984 to develop and maintain administrative programs that support the Ministry's ongoing operations and special projects. This includes arranging for the funding and provision of work site locations and parking facilities, and providing the necessary work place layout and design services.

The Branch administers a Ministry vehicle pool and the Ministry's telecommunications systems. It also maintains the Ministry's records, ensures a safe working environment and building security, and centralizes such services as the acquisition and distribution of equipment and supplies.

HIGHLIGHTS

- A province-wide study of work site locations resulted in the consolidation of a number of operations into more central locations.
- The Branch established motor pools and equipment pools for the Ministry.
- The Branch reviewed the Ministry's communication systems and developed a records management program.

With a major focus on cost reduction the Branch endeavours to satisfy the users of its services while employing as few resources as possible.

FINANCIAL SERVICES BRANCH

AUTHORITY: Financial Administration Act

The Financial Services Branch provides a complete range of financial services for the Premier's Office, the Speaker's Office and most other offices and branches of the Ministry. These responsibilities include coordinating the Ministry's annual estimates and developing financial information systems. The Branch also provides financial services to committees of the house, royal commissions, and other special projects such as the B.C. Heritage Trust.

Among its accounting responsibilities the Branch administers a payroll of $27.7 million annually and spends some $138 million on goods, services and related expenses. The Branch also provides the Ministry's executive and branches with financial information and with guidance and advice on financial management and control.

Improvements in the Branch's computerized Financial Management Information System have helped the Branch maintain its level of service despite restricted funds and reduced staff. Accelerated computer use will eliminate duplication of data entries and speed up the time it takes to issue cheques.

MANAGEMENT INFORMATION SYSTEMS BRANCH

The Management Information Systems Branch (MISB) supports the Ministry Systems Steering Committee in the development and maintenance of computer-based information systems policy and standards, and the establishment of budgetary allocations and their related development priorities.

The Branch provides Ministry managers with advice and support in applying computer-based systems to improve staff productivity and program effectiveness. An Information Systems Plan is maintained which reflects the development initiatives endorsed by the Systems Steering Committee. In addition the Branch provides training and follow-up services and maintains computer operations at several sites including the Parliament Buildings.

Ongoing Ministry projects include developing systems for Government Personnel Information, Government Grants, Lottery Licensing, and Vehicle Management. The Branch is also developing systems for the Office of the Premier, Ministers Offices, Government Information Services, and the Provincial Museum.

The Branch operates with a core complement of staff supplemented by private sector resources, the latter being used chiefly for development activity.

PERSONNEL SERVICES BRANCH

AUTHORITY: **Public Service Act**
Public Services Labour Relations Act

The Personnel Services Branch maintains a complete personnel services program for the Ministry of Provincial Secretary and Government Services and the Premier's Office.

The Branch's long-term objective is to help management assume more direct responsibility for personnel matters while the Branch takes on more of a consultative role. The Branch advises the Ministry's executive on personnel matters, coordinates recruitment and selection, coordinates staff training, and works on resolving contract grievances and job classification questions. The Branch also maintains comprehensive management information systems to monitor and report on a range of personnel transactions for management analysis.

HIGHLIGHTS

- The coordination of Branch reorganizations and redeployment of staff dominated much of the Branch services as the Ministry underwent a major reorganization.
- The organization and training of local occupational health and safety committees was a priority activity.
- Work was initiated on The Personnel Practices Manual, a reference manual for managers on procedures to follow in any given personnel activity.

The Branch initiated an internal review of personnel administrative records and control systems and undertakes ongoing cost/benefit analyses of the services it provides.